

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Edward J. Coad

Application No.: 10/814,954

Filed: March 31, 2004

For: Automated Customer Exchange

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Examiner: Siegfried E. Chencinski

Art Unit: 3695

Confirmation No: 7234

Atttny. Docket No. 14846-24

AMENDMENT

Sir:

This communication is being filed in response to the November 9, 2009 Final Office Action issued in connection with the above-referenced application. A response to the November 9, 2009 Final Office Action is due February 9, 2010. Accordingly, this response is being timely filed.

Amendments to the Claims are reflected in the Listing of Claims which begins on page 2 of this paper.

Remarks begin on page 5 of this paper.